



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING  
USING ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456 Filed: June 29, 2001  
Examiner: Benny Quoc Tieu Group Art Unit: 2642  
Docket No.: SBL0012US

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Austin, Texas  
February 27, 2006

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

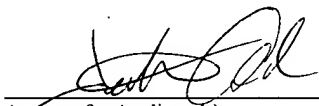
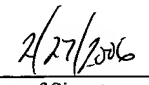
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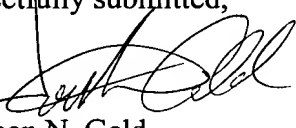
Citation of these documents shall not be construed as:

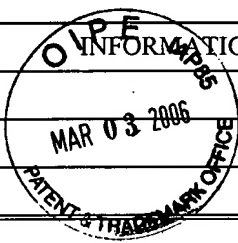
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on February 27, 2006.	
 _____ Attorney for Applicant(s)	 _____ Date of Signature

Respectfully submitted,

  
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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0012US		09/895,456	
 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)					Applicants			
					Anil Kumar Annadata al.			
					Filing Date		Group	
					June 29, 2001		2642	

U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,961,620	Oct. 5, 1999	Trent et al.	710	105	
	AB	6,480,600	Nov. 12, 2002	Neyman et al.	379	265.09	
	AC	6,493,760	Dec. 10, 2002	Pendlebury et al.	709	229	
	AD	6,690,788	Feb. 10, 2004	Bauer et al.	379	242	
	AE						
	AF						
	AG						
	AH						
	AI						
	AI						
	AK						

Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
	AQ	
	AR	
	AS	

Examiner	Date Considered
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.